

PLEASE NOTE: Legislative Information **cannot** perform research, provide legal advice, or interpret Maine law. For legal assistance, please contact a qualified attorney.

## **An Act Regarding Cable Television Service Outages**

**Be it enacted by the People of the State of Maine as follows:**

**Sec. 1. 30-A MRSA §3010, sub-§1, ¶A,** as amended by PL 1993, c. 676, §1, is further amended to read:

A. In the event service to any subscriber is interrupted for 6 or more consecutive hours, it will, ~~upon request,~~automatically grant that subscriber a pro rata credit or rebate.

**Sec. 2. 30-A MRSA §3010, sub-§2, ¶A,** as enacted by PL 1989, c. 352, is amended to read:

A. For each new subscriber, and annually thereafter, every franchisee shall cause to be mailed to each of its subscribers a notice that:

- (1) Informs subscribers of how to communicate their views and complaints to the cable company, the proper municipal official and the Attorney General;
- (2) States the responsibility of the Department of the Attorney General to receive consumer complaints concerning matters other than channel selection and rates; and
- (3) States the policy regarding and method by which subscribers ~~may request~~receive rebates or pro rata credits as described in subsection 1, paragraph A.

### **SUMMARY**

This bill reduces from 6 hours to 2 hours the amount of cable service outage time after which customers can receive a prorated reimbursement for the time lost. This bill also changes existing law requiring reimbursement for lost time upon request with a requirement that the reimbursement be automatic.